

Online Registration Renewal Processing Delay

Overview and Customer Guidance • Feb. 17, 2023

Situation:

Processing of online vehicle registration renewal transactions between Jan. 26 and Feb. 16, 2023, has been temporarily delayed due to a technological glitch. This problem has been identified and corrected by the city's Department of Information Technology effective Feb. 17, 2023.

Guidance:

Customers who renewed a motor vehicle registration online between Jan. 26 and Feb. 16, 2023:

- The affected online renewals have been identified for expedited processing.
- Customers should receive their updated vehicle registration and emblem in the mail by **Feb. 28.**
- If you do not receive your updated registration and emblem by Feb. 28:
 - After Feb. 28 you may go to any City and County of Honolulu satellite city hall to get an updated registration and emblem.
 - Please bring in a printed or electronic copy of the confirmation email you received when you renewed your registration online.

Mahalo for your patience and understanding.

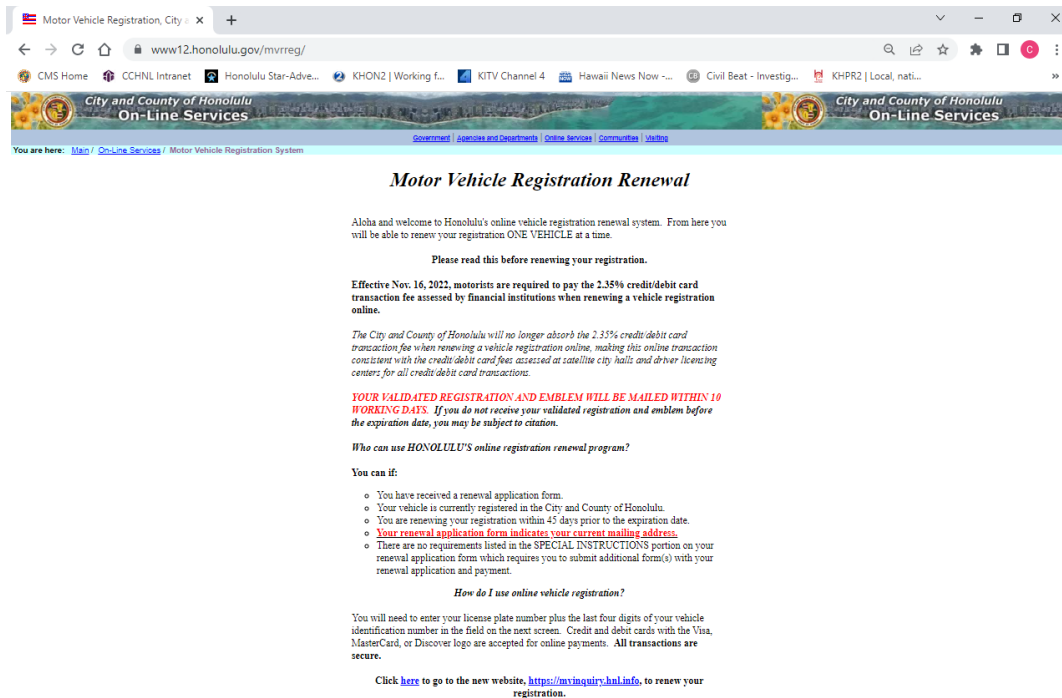


Image of online vehicle registration renewal page for reference.